



Department of State Bureau of Consular Affairs Overseas Citizens Services

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Agenda

- U.S. Citizens Traveling Abroad – Department Roles and Responsibilities
- Crime Victim Assistance to U.S. Citizens Abroad
- Working with Federal Agency Partners





U.S. Citizens Abroad

- 65 million trips
- 6.8 million reside overseas
- Over 270,600 students studying abroad





Bureau of Consular Affairs

**“The State Department has no
higher responsibility than the
safety and security of U.S. citizens.”**

- Foreign Affairs Manual





Assistance to U.S. Citizens Abroad

- Role of Embassies/Consulates
 - Over 270 posts abroad
- Role of Overseas Citizens Services
 - American Citizens Services and Crisis Management
 - Office of Children's Issues
 - Office of Legal Affairs





Assistance to U.S. Citizens Abroad

- Emergency and non-emergency services to U.S. citizens
- Consular Information Program
- U.S. nationality and documentation of U.S. citizens
- Information and guidance on the consular aspects of cases involving children
- Serve as Central Authority – Hague Conventions on Abduction and Adoption





Emergencies Abroad

- Medical Emergency
- Financial Assistance
- Welfare and Whereabouts
- Arrests
- Death and Estates
- Victims of Crime
- Crises





Non-Emergency Services

- Citizenship documentation
- Loss of citizenship
- Federal Benefits
- Voting Assistance



Consular Information Program

International Travel

Emergencies and Crises ▶

International Travel Information ▶

Tips for Traveling Abroad ▶

Living Abroad Tips ▶

A-Z Index of Topics

Italy, Holy See (Vatican City) and San Marino Country Specific Information



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▶ [Recent Embassy Notices for American Citizens](#)

On this page »

- ▶ [Country Description](#)
- ▶ [Smart Traveler Enrollment Program \(STEP\)/Embassy Location](#)
- ▶ [Entry/Exit Requirements for U.S. Citizens](#)
- ▶ [Threats to Safety and Security](#)
- ▶ [Crime](#)
- ▶ [Victims of Crime](#)
- ▶ [Criminal Penalties](#)
- ▶ [Special Circumstances](#)
- ▶ [Medical Facilities and Health Information](#)
- ▶ [Medical Insurance](#)
- ▶ [Traffic Safety and Road Conditions](#)
- ▶ [Aviation Safety Oversight](#)
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Worldwide Caution

Travel Warnings

Tunisia 10/19/2012
Colombia 10/03/2012
Pakistan 09/19/2012

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Travel Alerts

Country Information

Select Country/Area ▼ **GO**



Smart
Traveler
Enrollment
Program





Consular Information Program

- Travel Alerts
- Travel Warnings
- Messages for U.S. Citizens
 - Security Messages
 - Emergency Messages

No Double Standard!





Crime Victim Assistance Program

Established in 2000 with funding from the Department of Justice, Office for Victims of Crime.

Primary goals of the program:

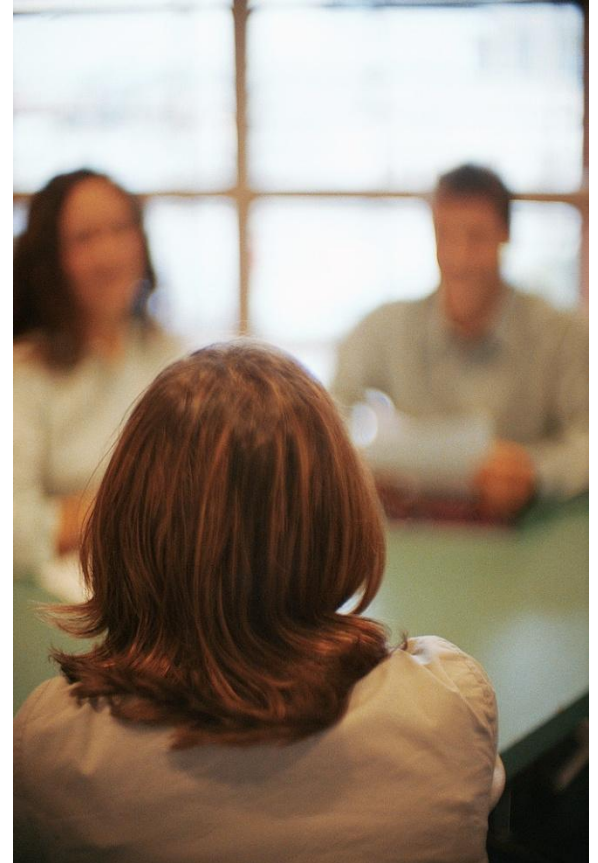
- Provide support to staff who serve victims
- Increase understanding of:
 - Impact of Crime
 - Principles of Victim Assistance
 - Resources





Challenges for Victims

- Far from home
- Language barriers
- Unfamiliar with where to get help
- Foreign criminal justice process
- Additional costs





Providing Support

Overseas Posts

- Accompany (if possible...)
- Assist with filing a police report
- Explain the criminal justice process
- Access medical care
- Referrals to local resources

American Citizens Services

- Provide support to family in the U.S.
- Identify resources to assist victims upon return to the U.S.





Additional Challenges

- Local law may not recognize the crime
- Most of the cases we see do not result in an arrest or prosecution
- Victims of crime may have no legal rights or status as part of the prosecution
- Law enforcement and criminal justice systems do not have as many resources as the U.S.
- Lack of or minimal organizations to provide services to victims





27 States that Will Compensate Victims of Crime Overseas

Alaska	Arizona	California	Colorado	Florida
Georgia	Idaho	Illinois	Iowa	Kansas
Louisiana	Minnesota	Mississippi	Missouri	
New Jersey	Nevada	N. Dakota	Ohio	Pennsylvania
S. Carolina	S. Dakota	Texas	Utah	Vermont
Virginia	West Virginia	Wisconsin		
<i>*Territories - Puerto Rico U.S. Virgin Islands</i>				

All states provide support for victims of terrorism.





Working with Federal Partners

- FBI - Office for Victim Assistance
- DOJ - Office for Victims of Crime
- DOJ - Office of Justice for Victims of Overseas Terrorism

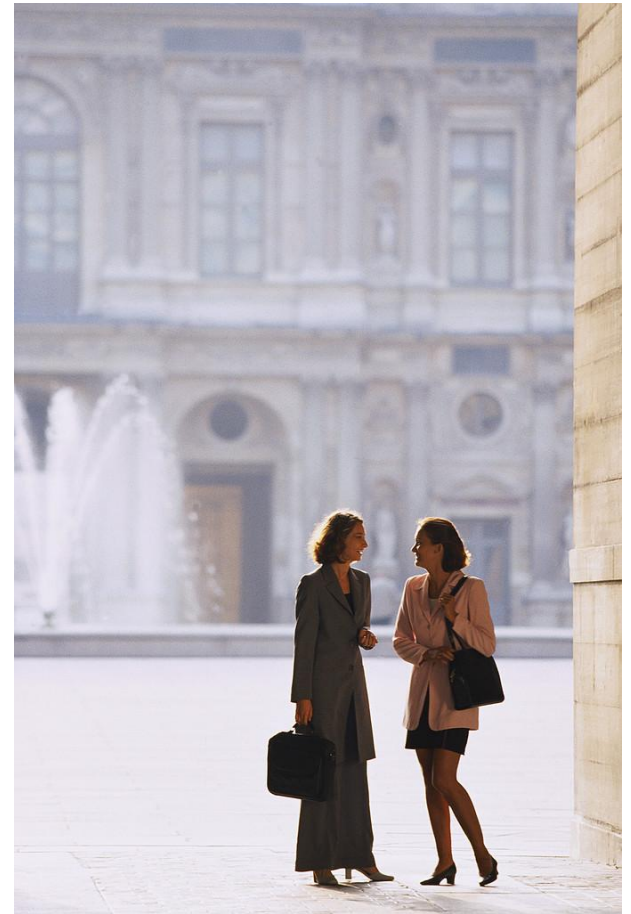




Remember...

Consular staff have
an important role in
assisting U.S citizen
victims of crime
overseas...

But so do you!





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Travel Warnings

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Colombia 04/11/2013
Pakistan 04/09/2013

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Travel Alerts

Egypt 03/29/2013
Kenya 02/28/2013
South Pacific Cyclone Season
01/07/2013

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Smart Traveler



LGBT Travel
Information



Real International
Financial Scams –
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International Travel
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Passports
for U.S. Citizens

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Children and Family
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Information for Women Travelers

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The number one mission of the Bureau of Consular Affairs (CA) is to protect the lives and safety of U.S. citizens traveling or living overseas.

International travel can be educational, uplifting, and empowering. The Department of State enthusiastically supports U.S. citizens exploring the world and we have resources to help you do so safely.

There are specific planning steps you as a woman can take to enjoy your trip, and be safe. When traveling overseas, remember to take the same precautions as if you were traveling in the United States. As a U.S. citizen and a woman traveling in a foreign country, you may already stand out: use discretion when moving from place to place; be aware of your surroundings; and be cautious when sharing information about your plans and itinerary with strangers. It is equally important for all travelers to understand the cultural norms of the country they will be



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When traveling abroad, you need more than just your backpack and flip flops. That's where we come in. We're here to make sure you're ready.

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enrollment program



prepare
your
travel docs



know
what to
do in an
emergency



STEP

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<http://step.state.gov/>



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Consular Affairs Contacts

- Emergency Call Center – Available 24/7: 888-407-4747
(from overseas: 202-501-4444)
- Passports
 - Automated Appointment Number: 877-487-2778
- Visas
 - <http://www.usembassy.gov/>
 - Public Inquiries Division at 1-202-663-1225

Around the Clock, Around the Globe...

